

GUIDELINES FOR APPROPRIATE BILLABLE ACTIVITIES FOR MENTAL HEALTH ADVOCATES

**** This list is not exhaustive of all possible and appropriate billable job duties for mental health advocates. It is intended as a guideline for generally accepted billable activities including but not limited to those items listed.**

- ✓ Attend hearings¹
- ✓ Participate in individualized interdisciplinary case planning
- ✓ Attend IPPs/staffing
- ✓ Making client phone calls
- ✓ Making collateral phone calls and/or travel to case managers, provider/staff, therapists, physicians, etc.
- ✓ Travel and client visits
- ✓ Explain Court orders
- ✓ Discuss options for hearings
- ✓ Assist with requests for change of doctors
- ✓ Make referrals, for those without case management, to agencies at request of client
- ✓ Contact the case manager to request assignment of a case manager or referrals on behalf of client
- ✓ Complete and submit reports at least quarterly to Court (Chief Judge or Clerk)
- ✓ Maintain updated list of clients/orders/demographic information
- ✓ Review all periodic reports and associated orders
- ✓ Review other documents, e.g., staffing notes, IPP's, correspondence, etc.
- ✓ Contact clients who are non-compliant with Court orders as identified through periodic reports
- ✓ Explain client responsibilities and consequences regarding their commitment, treatment and services
- ✓ Mediate; assist in resolving conflict between client and provider agencies
- ✓ Write documentation (contacts notes, narratives, etc)
- ✓ Perform chart/records reviews
- ✓ Complete time sheets, mileage and other required forms
- ✓ Email and write memos and letters to clients/Court/others
- ✓ Maintain client files
- ✓ Filing and similar office tasks
- ✓ Attend conferences and training as approved by the Court in consultation with the CPC
- ✓ Serve on Boards and Committees as Mental Health Advocate representative as appointed by the Court in consultation with the CPC
- ✓ Communication with Court about delinquent periodic reports.

Non-Billable Activities

- ✓ Direct service/care
 - taking clients grocery shopping/drives/run errands
 - assisting clients with household duties: cleaning, laundry, etc
 - teaching clients skills: how to cook, maintain a home, etc.
- ✓ Providing service to patients on a substance abuse commitment
- ✓ Service coordination when case manager involved

¹ There is an apparent statutory inconsistency with §229.19 regarding when the advocate's job begins. Statutory clarification on this issue is indicated